

DISC Newsletter

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DISC NEWSLETTER

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An Information Periodical For DISC Employees

BOT RE-ALIGNMENT by Dave Timpany

In early August of this year BOT management initiated a study of the bureau. In particular, we wanted to assess the results of the reorganization of a year ago and identify any opportunities for improvement. The result of this study was a report outlining several functional and organization changes which have now become the BOT Re-alignment Plan.

The goal of the first reorganization was to re-align the BOT groups along functional lines rather than product lines. The new changes are designed to augment and strengthen many of these functions. The bulk of the changes occurred in the Network Operations group and the Installation and Service group although there were minor changes in all groups.

The team performing the study decided to hold open meetings with BOT personnel to see what they thought worked and didn't work and gather suggestions for consideration. Four such meetings were conducted.

Key Issues

The team compiled the following list of common concerns and key issues that they wanted to try to address:

1. Over-staffing and too much supervision in the Network Control Center (NCC).
2. Flexible work schedules.
3. Cross-training opportunities.
4. Lack of communications.
5. Lack of advancement opportunities.
6. Storeroom issues.
7. Lack of training opportunities.
8. Coordination of large Work Orders.
9. Co-location of groups with common support functions.
10. Add additional capabilities and responsibilities to Network Operations.

11. Off-load the Telecommunications Support Staff (TSS).
12. Installation and Service staffing.

The following changes were presented to upper management and were accepted. Work started immediately on an implementation plan.

Network Operations

The biggest changes were in this group and fundamentally involved redefining responsibilities and recommending the hiring of a high-level Operations Manager.

1. Split the NCC staff into two functions: Operations and Control. The current NCT-II staff will comprise the Network Control Center under the supervision of John Harper. This group will be responsible for real-time event management, ticket management, programming of the Centrex DMS 100 phone switches in Topeka and Wichita, and tier-I problem resolution. This group will continue the 7x24, three shift operation of the current NCC, although staffing on the off shifts will be reduced to 1. This group will remain in the NCC area.

The current NCT-III staff will form the new Network Operations Center under the supervision of Sandy Lawrence. This group will perform proactive network management functions, create documentation and procedures, perform tier II problem resolution, and handle overflow calls from tier I. They will work normal daytime hours Monday through Friday. Proactive management is something that has been long talked about but never adequately addressed until now. This group will be located in the former library office area.

2. The Self Service Help Desk will be moved to the Network Operations group.
3. A new position, the Network Operations Manager (IRM-II) will be created to manage these groups. This position is currently being advertised statewide.

Installation and Service group

The Storeroom function was removed from this group, additional staffing functions were added, and the problem dispatch process has been changed.

1. Responsibility for the BOT Storeroom is being transferred to BAS as this is really an inventory function, not a technical function. The technician who handled the Shop, Mike Meyer, will remain in the Installation & Service group performing technician work. Pam Rodecap, will move to BAS and will assume responsibility for the Storeroom with backup assistance from BAS, although Pam will physically remain on the 1st floor and may assist the Installation and Service staff in other activities.
2. The policy of how inventory and vans are handled will be reviewed to see if it can be made more efficient and convenient for the technicians.
3. Each week a technician from the Installation and Service group will rotate into the NCC area where they will be responsible for assigning tickets and dispatching technicians on problems. This will ensure that priority tickets get immediate attention and not lost in the email.
4. A new position for a Planner/Estimator (EPT1) will be created and advertised. This person will perform site surveys and job costing and will off-load Installation and Service management as well as the TSS group which both perform this function today.
5. A new position for Wireless LAN Specialist (EPT1) will be created and advertised. This person will specialize in the installation and repair of WLAN equipment, a technology which is expected to grow significantly over the next couple of years.
6. The Installation and Service groups responsible for routers/switches/firewalls will be relocated physically to the 7th floor to be in closer proximity to the router/switch/firewall engineers. This will improve communications efficiencies between these two functions. They will remain part of the Installation and Service group.
7. Lastly, the remaining Installation and Service technicians will be relocated to the south side of the 1st floor office area to free up space near the storeroom for a staging area for Work Orders.

Network Planning and Engineering

New functional positions will be created to address shortcomings in the functional areas of documentation and infrastructure design.

1. A new position for a Documentation Specialist (UNCL) will be created and advertised. This position will be responsible for defining BOT and ultimately DISC wide documentation standards (diagrams and data) for network connectivity, help get BOT documentation up to the standards, evaluate existing and future documentation products, and assist BOT and other DISC groups in graphical and/or database documentation.
2. A new position for a PDS Design Specialist (EPTII) will be created and advertised. This will change the function of PDS (premise distribution systems or think of it as physical infrastructure) design from being an informal function in the Installation and Service group to a formalized and certified function in the Network Planning and Engineering group. This person will be RCDD certified, something today we must contract out for and will bring a discipline to infrastructure design that we need.

Telecommunications Support Staff

The changes in this group are more the result of the other changes and will result in off-loading this group so they can focus more attention on their customer interfaces.

1. The Self Service Help Desk function was moved from this group to the Network Operations Group.
2. The creation of the Planner/Estimator will assist this group in developing estimates for work orders thus freeing up more of their time.

There were a couple other non-organization changes that came out of this process as well. One was the agreement to look into opportunities for more flexible staffing such as 4 10 hour work days or telecommuting. The other was the recognition that the managers need to do a better job keeping their groups informed. Some of the groups had drifted away from holding regular staff meetings because people were so busy. The down side was people did not know what was going on in other areas of DISC. As a result, staff meetings and/or other means of improving group communications are being emphasized in the groups.

Will this be the end of changes? Not likely but we do believe we have gone a long way toward improving BOT and the BOT work environment for everyone. If you have any questions, don't hesitate to ask Bill, Sandy, Craig, Rick or me.



EMPLOYEE INFO

*Happy November
Birthdays to:*



Dana Jolley

Sharon Richardson

Susan Howarter

Alicia Etzel

Denise Moore

Regina Mannell

Bill Roth

Rob Dressman

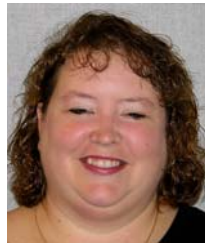
Richard Escobar

Gary Bickel

Liang-Huei Fan

New Employee

Tammy Roy
Director's
Office
Started
10/3/2005



Larry Zeller
BOCS
Started
10/18/2005



Births



Ivan Weichert's
Grand daughter
Olivia Rose
Born 9/16/2005



Ryan Rinehart's
Daughter
Born 10/9/2005

Deaths

Brian Frahm's Grandfather

Janel Johnson's Father

Shirley Perry's Father-in-Law

**Please Accept
Our Condolences**



**Department of
Administration**

**Division of Information
Systems and
Communications (DISC)**

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Meeting Our Customer's Needs

KUDOS

BOT/BAS

To: Charlene Atwood and Dave Timpany
Thanks for all your work getting the forms signed and delivered, and assisting the KBI with their audit.
From: Denise Moore, DISC Director

The FBI audit is complete, but it will be a while before we get the final results because they also audited some local law enforcement agencies and have to compile and include the results from those audits. It appears that the portion of the audit done here in Topeka went well.

I want to thank you very much for all of your work in getting the security addendum executed on such short notice and for the extra effort of even having it hand delivered to us in time. It was very much appreciated.
From: Bob Eckhardt, KCJIS Information Security Officer

BOCS

To: Kevin Greenfield
Just a note to let you know that Kim and I really are pleased with our DISC IT person (Kevin Greenfield). We really like Kevin and think he does a great job.
From: Amy Bertrand, Legal

BOT/BAS

To: Dan Glotzbach, Bill Kelly, Dave Timpany, Morey Sullivan, Shelly Myers, Larry Kettlewell
Wanted to send a quick note to thank you and your staff for their work on the KANWIN upgrade/ELIVS project. There seems to be good communication and a good process in place where everyone is working together as a team. And, the implementation is going very well.
From: Mike Stewart, Secretary of State Office

BIS

To: Jay Coverdale
AJLA-TS management and staff would like to thank Jay Coverdale and his staff that were involved in our migration from DOL to Commerce, for all the help and guidance that they gave us in helping us complete this migration project. They always had the answers when we asked, always were willing to do what ever it took to get the job done as fast as possible and were always available for even the stupidest question that we might ask. They are an asset to DISC and should be commended for there dedication.
From: Bruce Mason, Deputy Director, AJLA-TS

EIS

To: Amrutha Ravikumar
I just want to say thank you for taking the time to participate in the diversity activities we are having within the Department. Your feedback has been well received by the Administration. Thanks again for your help and if at any time you have any questions or ideas about our initiative please let me know.
From: Mike Broadwell, DPS

BOCS

To: John Jones, Kurt Dubach, Larry Burton, Kevin Greenfield, Ryan Rinehart, Randy Drum, Michele DeMoss, Jenny Warner
Rebecca Crotty, the Tax Appeals Board Chairperson, made a point to thank the project team this morning for the long hours and hard work that many of you contributed to upgrading their network this past weekend. With a few minor tweaks, everything was up and working for them this morning.
I'd also like to add my thank-yous for everyone that worked on the project. It turned out to be a bit of an ordeal but the team effort made it all come together in the end. Thanks again for the expertise you added and the hours you gave up to make it work.
From: Kurt Dubach, DISC Small Agency Support